



21907 SW Sherwood Blvd. • Sherwood, OR 97140 • 503-625-5644

Sherwood Senior Shuttle

FAQs

What is the Sherwood Senior Shuttle?

A service of the Marjorie Stewart Senior Community Center, the Sherwood Senior Shuttle provides curb-to-curb transportation for adults 62 years and older who reside within the city limits of Sherwood.

Who can ride the Sherwood Senior Shuttle?

Sherwood residents 62 years or older who have filled out the rider registration application and signed release waivers may use the services of the Sherwood Senior Shuttle. Applicable riders may also bring one (1) companion to assist them on their ride. This companion may be under 62 years of age but older than 18 years old. An assistive companion is not charged for accompanying an applicable rider though, they will need to complete registration paperwork and sign a ridership waiver.

An application can be picked up and returned to the Marjorie Stewart Senior Community Center as well as filled out and submitted online. An application can be completed and submitted by a friend or family member of the rider, but the liability waiver must be signed by the rider themselves or a person legally designated as Legal Power of Attorney for the rider.

All riders also need to be registered with the Marjorie Stewart Senior Community Center. There is no charge or other obligation for this registration.

Where can I go on Sherwood Senior Shuttle?

The primary service area of the Sherwood Senior Shuttle is within the Sherwood City limits or the 97140 zip code. On some occasions, and with manager approval, the Sherwood Senior Shuttle can transport an applicable individual outside Sherwood City limits, up to 20 miles from the Marjorie Stewart Senior Community Center

What is the cost to ride the Sherwood Senior Shuttle?

Based on availability the Sherwood Senior Shuttle can transport applicable individuals within the Sherwood city limits for \$1 per stop. If the manager has given approval, trips outside of the Sherwood City limits are an additional fee of \$5 per stop.



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There is no charge for trips directly from home and returning from the Marjorie Stewart Senior Community Center.

How do I pay for my rides?

When registering for the Sherwood Senior Shuttle, riders will be given the opportunity to load their rider account in any increment, up to \$50 at a time. Accounts may be reloaded when needed in person, through the mail, or by calling 503-625-5644. Online payment is not currently available. All trips will be electronically deducted from your account upon the completion of your trip. All shuttle payments are through this pre-payment system. Account refunds are available at any time when requested. Payments made by credit card will be returned directly to the credit card used for payment. If the account was paid for by cash or check, the city will mail a check in the refund amount directly to the address on the account.

The Sherwood Senior Shuttle driver does not handle any payments in any form.

Transportation is a service of the Marjorie Stewart Senior Community Center and tipping is not necessary, expected, or allowed.

When is the Sherwood Senior Shuttle available?

The hours of operation for the service are Monday through Friday, 9:30am to 4:30pm, based on driver availability. Though we try to accommodate as many requests as we can, we rely on volunteer drivers and can therefore never guarantee a ride.

Service is not available on weekends as well as the observed holidays of New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, the Friday after Thanksgiving, and Christmas.

If the Marjorie Stewart Senior Community Center is not open for operation, the Sherwood Senior Shuttle will also not be operational. Cancellation of service due to inclement weather will be announced on social media and email. The information will also be sent to local news stations to include with their closure notices. We will also change the voicemail at 503-625-5644 to reflect the closure and cancellation of transportation services for the day.

How can I schedule a ride?

Please call 503-625-5644 with your ride request. The reservation line is currently open Wednesday through Friday, 12:30pm to 4pm. You may leave a message at any other



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time. We will confirm your pick-up time or let you know if we're unable to fulfill your request.

You will be notified of your pickup time 24 hours prior to your scheduled trip. This time can be up to an hour prior to your appointment time in order to accommodate other riders.

You may call up to 14 days in advance, but no less than 48 hours before your desired pick-up time.

The shuttle is a shared-ride service so please be prepared to wait in order to accommodate other riders. There may be other pick-ups and drop-offs during your ride.

Your return trip should be scheduled at the same time as your pick-up. If not, please let the scheduler know that you will have other transportation for your return.

Time permitting, you may schedule multiple stops/destinations per trip.

All rides on the Sherwood Senior Shuttle and/or by drivers of the Sherwood Senior Shuttle must be made through Marjorie Stewart Senior Community Center Staff. Private reservations between riders and drivers are not allowed.

Can I bring someone along with me?

You can bring one (1) caregiver or companion with you for your journey without an extra charge. Your travel companion must board and leave the bus at the same time as the rider they are accompanying.

What can I bring with me on the shuttle?

Vehicles are a shared space, and as such, we ask everyone to limit any personal items to a single piece of luggage or reasonably sized bag. If you are grocery shopping, please limit your purchases to two grocery-sized bags. You are responsible for all of your personal belongings.

Licensed service animals are welcome to ride in the Sherwood Senior Shuttle without restrictions. Other dogs and cats must be in an airline-approved carrier to ride and be able to be carried on the rider's lap or underneath the rider's seat/seat in front.



How do I know where to meet my driver?

You will meet your driver at the curb of your pick-up location. Please be ready and waiting outside for your ride at the time of pickup. Your driver will wait up to ten (10) minutes for you to arrive. If you do not board the shuttle in this time, you will be counted as a no-show. Your account will not be charged for a no-show.

If you have six (6) no-shows in a twelve (12) month period, your ability to use the Sherwood Senior Shuttle may be suspended.

If the shuttle is running behind schedule by more than fifteen (15) minutes, the shuttle dispatcher will call to let you know as soon as the dispatcher is aware of the change in schedule.

Who drives the Sherwood Senior Shuttle?

All drivers are volunteers of the Marjorie Stewart Senior Community Center and the City of Sherwood. They are vetted through the City's volunteer application process and go through a background check.

At their discretion, drivers of the Sherwood Senior Shuttle may minimally assist with groceries or luggage from the shuttle to the door of a home or apartment building. They may not enter a residence or apartment building.

What happens if I cancel my ride?

Make sure to call 503-625-5644 to cancel your ride. Please let us know as soon as possible if you need to cancel a ride. If you cancel a ride, there's no charge.

What do I do if my driver left without me?

Call 503-625-5644 to explain what happened. You won't be charged for this ride. We will reschedule your ride for the next available time.

What do the vehicles look like?

The Sherwood Senior Shuttle is a white Ford Transit van with the City of Sherwood logo on the side.



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Are vehicles wheelchair accessible?

Yes! Please let us know that you'll need wheelchair accommodation at the time of booking so we can accurately schedule any other passengers.

The shuttle driver can help with minimal assisting on and off the shuttle. If the shuttle driver observes that a rider needs more assistance than can be provided, the rider may be asked to travel with a travel companion. This travel companion can travel with the rider at no additional charge. If this need has already been identified and engaged, this person can travel with the rider at no cost as well.

Can I change my destination once I'm on board?

Once you start a ride, the destination cannot be changed. If it is 30 minutes prior to your scheduled pick-up time, you can call 503-625-5644 to change your destination. We will accommodate the change if it can fit in the existing schedule.

I left something in the vehicle. How do I retrieve it?

Please call us at 503-625-5644 with a description of the missing item.